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ABSTRACT

This two-volume annual report is the first in a series of reports summarizing the activities and accomplishments of the Educational Resources Information Center (ERIC) program. The first volume reviews the work of the ERIC Clearinghouses and two other ERIC components, the ERIC Processing and Reference Facility and the ERIC Document Reproduction Service (EDRS). The report begins by presenting information on the background and mandate of the ERIC system and discussing its structure and operations. A one-page summary of general facts and figures about the system is included. The ERIC Clearinghouses are then considered, including discussions of their database-building activities, types of requests received, clearinghouse publications, examples of dissemination of ERIC products, and special projects at individual clearinghouses. Descriptions of the activities of the ERIC Processing and Reference Facility and the ERIC Document Reproduction Center conclude this volume. Directories of the clearinghouses in 1986 and 1988 are appended together with statistical data on the activities of the individual clearinghouses during the year. (EW)

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ERIC®

Annual Report—1987

Summarizing the accomplishments of the
Educational Resources Information Center

Volume 1—The ERIC System

Office of Educational Research and Improvement
Information Services

IR013713

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The 16 ERIC Clearinghouses, the ERIC Processing and Reference Facility, and the ERIC Document Reproduction Service provided much of the information included in this report.

This report was prepared by the following ERIC staff:

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with technical assistance from Kate Dorrell and Nancy Young of the OERI Publications Branch.

Preface

The *ERIC Annual Report—1987* is the first in a series of reports summarizing the activities and accomplishments of the Educational Resources Information Center (ERIC) program.

The Annual Report is composed of two volumes. Volume 1 reviews the work of the ERIC clearinghouses and other ERIC components, such as the ERIC Processing and Reference Facility. Volume 2, to be released in the fall of 1988, will present an overview of the major trends and issues in the education scope areas covered by each clearinghouse. These trends and issues reflect, in the judgment of the clearinghouses, the critical topics and findings contained in the education research documents and journal literature of 1987.

The year 1987 was a dynamic one for the ERIC program. For two years, ERIC had been under intense scrutiny during the ERIC Redesign Study conducted by the Department of Education's Office of Educational Research and Improvement (OERI), in which panels of researchers, librarians, and educators studied ERIC and developed a blueprint for improving the program. The culmination of the ERIC Redesign Study was OERI's publication of *ERIC in Its Third Decade*. This publication was widely distributed, received many comments and reactions, and set out some new goals and directions for ERIC.

In response to the interest generated by the Redesign Study and by OERI's proposals for expanding and reconfiguring the ERIC system, the House Subcommittee on Select Education, on July 30, 1987, sponsored the first oversight hearings of ERIC. These hearings afforded an opportunity for Congress, OERI, the clearinghouses, and ERIC users to discuss and debate proposed changes to the ERIC system. Following the oversight hearings, OERI began to implement its plans for improving and expanding ERIC, consistent with Congressional requirements that the structure of the 16 ERIC clearinghouses must remain intact.

OERI identified three main emphases for improving ERIC:

- *ERIC products and services should become more widely used and available;*
- *ERIC should become better integrated into OERI's mission of gathering, analyzing, and reporting information on the status and condition of American education; and*
- *ERIC should serve a wider, more diverse audience, including policymakers, journalists, practitioners, and the general public.*

In 1987, ERIC systematically initiated new products, services, activities, and arrangements to carry out those goals. In August 1987, a Request for Proposals (RFP) to recompete the entire system of 16 ERIC clearinghouses was issued, and, in January 1988, new awards were announced.

While maintaining ERIC's critical roles in acquiring important unpublished documents and reports and in indexing and abstracting the education journal literature, the RFP also established new requirements, including:

- *An expanded series of practitioner-oriented publications;*
- *A network of "ERIC Partners" to assist the clearinghouses with dissemination and acquisition;*
- *The collaboration with other OERI-funded programs such as the Regional Educational Laboratories, the National Research and Development Centers, and the National Diffusion Network;*
- *The acquisition and indexing of information about statistical databases; and,*
- *An improved and expanded array of user services and dissemination activities.*

During 1987, OERI began planning for ACCESS ERIC, the first new ERIC component in over a decade. Scheduled to begin operations early in FY 1989, ACCESS ERIC will provide systemwide coordination, dissemination, publicity, training, outreach, and referral services.

In summary, 1987 represented a year of transition. While there were notable accomplishments and achievements, there was also some disappointment, particularly in the level of funding for the program. Despite OERI's request for an increased appropriation for ERIC to support the new initiatives of the ERIC Redesign, funding for FY 1988 remained at $5.7 million per year.

However, we are optimistic about ERIC and its future: 1988 will begin with the new clearinghouse contracts in place, and 1989, with the establishment of ACCESS ERIC. In conjunction with activities already underway or planned for the ERIC system and for OERI, we firmly believe that ERIC is positioned to carry out even more effectively its mission to serve the American public with the most current and most important education information available anywhere.

Robert M. Stonehill
Director
Educational Resources Information Center

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Mandate and Background

One of the purposes for creating the U.S. Department of Education was "to promote improvements in the quality and usefulness of education through federally supported research, evaluation, and sharing of information." The responsibility to carry out the functions of education research, development, dissemination, evaluation, and assessment activities is the central mission of the Office of Educational Research and Improvement (OERI).

A major program of OERI is the Educational Resources Information Center (ERIC). ERIC was originally established in 1966 by the U.S. Office of Education (OE) to make reports of government-sponsored research widely available from a central source. Previously, research reports submitted to OE by contractors and grantees usually received an initial, scattered distribution and then disappeared; there was no system for providing educators throughout the country with information from these reports about developments in education. The task of ERIC was

- *To collect and process these reports for the ERIC document collection,*
- *To announce the reports in a monthly journal of abstracts called* Resources in Education (RIE), *and*
- *To distribute copies of the reports at low cost.*

The first issue of *RIE* was published in November 1966.

The document collection has since been expanded to include not only research studies but also practitioner materials, program descriptions and evaluations, conference proceedings, bibliographies, curriculum guides, state-of-the-art papers and other types of material. The collection now includes more than 270,000 documents from a variety of public and private sources; approximately 1,100 documents are added each month. Some of these are published materials, but most are unpublished and are not readily available. Many libraries, information centers, and other institutions have the entire ERIC collection on microfiche. At last count, these institutions in the United States numbered approximately 780.

In 1969, another component, *Current Index to Journals in Education (CIJE)*, was added to the system. This monthly publication, similar in format to *RIE*, includes citations and abstracts of articles published in nearly 800 education-related periodicals. More than 358,000 articles have been cited in *CIJE*, and approximately 1,500 citations are added each month. ERIC does not distribute copies of the articles because of copyright restrictions; however, journal reproduction facilities outside the ERIC system do provide reprints or filmed copies of articles cited in *CIJE*.

Throughout its history, ERIC has capitalized on the advances in information technology. For 16 years, ERIC has been available online through major commercial suppliers of information, such as Lockheed's DIALOG, BRS Information Technologies, and ORBIT. Today, ERIC is widely available online through commercial and university sponsorship and remains one of the least expensive databases to search.

ERIC database searching has become less expensive and more accessible through the vast storage capability of the compact laser disk (CD–ROM). The ERIC database is available on CD–ROM through three commercial vendors: SilverPlatter Information of Wellesley, Massachusetts, DIALOG Information Services of Palo Alto, California, and OCLC of Dublin, Ohio.

ERIC is arranged to draw on the best traits of both centralized and decentralized organizational systems. As distinguished librarian Kenneth Dowlin states:

> *ERIC is built as a relatively well-defined relationship between a federal agency, clearinghouses, service providers, and users. The centralized aspects provide quality control for indexing, coordination of the operations, a common input point for the federal community, and overall system planning. The decentralized clearinghouses and service providers allow leverage of funding, sources closer to users, and specialized expertise which increases the credibility of the entire system.* (commissioned paper)

Structure and Operation

One of the ironies of modern education is that even as information rapidly increases, it becomes more difficult for practitioners to obtain the information they need. ERIC was created to address this problem by developing, maintaining and providing access to the world's largest education literature database.

ERIC facilitates the exchange of information between information producers and users to improve educational practice. The teacher who needs a curriculum guide, the administrator who must implement a new program, the education student learning about teaching methods, the lawmaker drafting education legislation—all are examples of the clients ERIC seeks to serve with information resources.

The ERIC system is a highly interactive network consisting of management staff within OERI (Central ERIC), a network of 16 clearinghouses, the ERIC Document Reproduction Service (EDRS), the ERIC Processing and Reference Facility, and Oryx Press and other public and private publishers and vendors of online and CD–ROM computer information retrieval services.

Central ERIC administers the ERIC program by planning systemwide activities and future directions and by making policy and budget determinations. Clearinghouses work under the direction of Central ERIC program monitors, who closely oversee the operations of the ERIC system, provide technical guidance, approve the development of new materials and services, and review and approve documents and products.

Sixteen ERIC clearinghouses are located around the country—each responsible for acquiring, processing, and disseminating information about a particular aspect or subject area of education, such as reading and communication skills, adult education, education management, technology, and higher education. (See appendix 1 for a complete list of clearinghouses.)

The ERIC Processing and Reference Facility is the technical hub that processes documents for entry into the database and that maintains quality control standards for the entire ERIC system. The Facility receives and edits the abstracts and annotations prepared by the clearinghouses, prepares the magnetic tapes that are the heart of the ERIC storage and retrieval system, and performs systemwide information and coordination functions.

The ERIC Document Reproduction Service (EDRS) is the organization that provides microfiche and paper copies of original documents in *Resources in Education (RIE)* upon request. It serves Standing Order Customers (SOCs), that is, subscription customers who purchase the complete fiche sets; sells individual fiche; and prepares paper copy on receipt of customer

orders. A commercial firm, Oryx Press, coordinates journal coverage with Central ERIC and the clearinghouses, and markets and produces *CIJE* and other basic ERIC-related resource publications, such as the *Thesaurus of ERIC Descriptors*.

Several system contractors process and make the materials from all the clearinghouses available to the public. Direct service to clients is provided chiefly by intermediaries—libraries and search services that purchase ERIC materials for their clients' use.

General Facts and Figures

In 1987, OERI funded the ERIC system at a total amount of $5.7 million. The contracts for the 16 clearinghouses ranged from $248,000 to $373,000. The average for a clearinghouse contract was $294,000. The amount of funding for the ERIC Facility for 1987 was $1,139,000. (See table 1.)

A total of 130.2 full-time equivalents (FTE) staffed the ERIC program during 1987. Of that 130.2 FTE, 101.2 were supported by the clearinghouse contracts, 16.3 were supported by the Facility contract, and 12.7 were contributed by the host institutions and organizations. The ERIC program, therefore, paid for 90 percent of the ERIC staff, while host institutions contributed 10 percent. (See table 1.)

Table 1. – ERIC Clearinghouse and Facility Staff and Appropriation Levels, 1987

ERIC component	Staff (FTE) Budgeted	Contributed	Total	FY 1987 funding (in thousands)
Adult, Career, and Vocational Education	6.7	.8	7.5	$ 373
Counseling and Personnel Services	5.9	1.7	7.6	261
Educational Management	6.1	2.4	8.5	256
Elementary and Early Childhood Education	5.8	.4	6.2	276
Handicapped and Gifted Children	5.6	.8	6.4	97[1]
Higher Education	5.4	.2[2]	5.6	320
Information Resources	7.4	.1	7.5	288
Junior Colleges	6.0	.5	6.5	248
Languages and Linguistics	5.2	.5	5.7	273
Reading and Communications Skills	10.9	1.3	12.2	195[1]
Rural Education and Small Schools	6.8	1.2	8.0	270
Science, Mathematics and Environmental Education	6.2	.7	6.9	311
Social Studies/Social Science Education	7.1	.4	7.5	325
Teacher Education	5.4	.1	5.5	293
Tests, Measurement and Evaluation	4.1	1.1	5.2	266
Urban Education	6.6	.5	7.1	259
Subtotal	**101.2**	**12.7**	**113.9**	**$ 4,311**
Average	6.3	.8	7.1	$ 294[3]
ERIC Facility	16.3	0	16.3	$ 1,139[4]
TOTAL, Clearinghouses and Facility	**117.5**	**12.7**	**130.2**	**$ 5,450**
Other System Components:				
EDRS	NA	NA	NA	$ 55
Special Projects by Clearinghouses and Facility	NA	NA	NA	$ 206
Professional Membership (NFAIS)[5] for the ERIC system	NA	NA	NA	$ 3
TOTAL, ERIC System				**$ 5,714**

(1) These clearinghouses received partial funding during 1987. The 12-month funding levels were: Handicapped and Gifted, $290,000, and Reading and Communication Skills, $334,000.
(2) The joint publications series with the Association for the Study of Higher Education (ASHE) provides an additional 2.5 FTE to the contract.
(3) Figure based on 12-month funding for all clearinghouse activities and special projects.
(4) Funding covered a 14-month period from 10/86 tthrough 12/87 for the ERIC facility.
(5) National Federation of Abstracting and Information Services.

ERIC Clearinghouses

Database-Building Activities

The database is the heart of the ERIC information system. It contains information covering education issues and problems, levels and institutions, academic subjects, professional development and training, and special populations. The database includes a wide variety of materials, such as research reports, program descriptions and evaluations, curricula and practical materials, state-of-the-art-papers, journal literature, research syntheses, and *ERIC Digests*.

The ERIC database consists of three main computer files with corresponding print publications:

- Resources in Education (RIE) *covers significant education documents.*
- Current Index to Journals in Education (CIJE) *covers more than 780 education periodicals and includes citations to articles published in these periodicals.*
- *The* Thesaurus of ERIC Descriptors *provides the basis for the controlled vocabulary used to process and retrieve ERIC documents.*

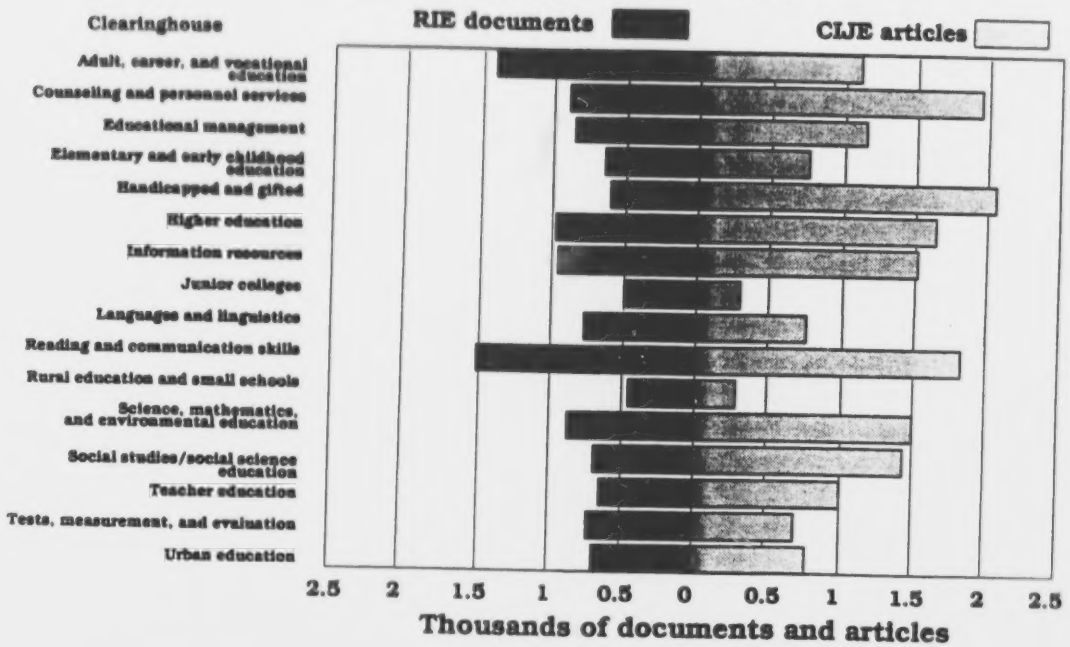
Each ERIC clearinghouse acquires and selects the most significant education literature within its particular scope and catalogs, indexes, and abstracts these selections for entry into the database.

The ERIC database presently contains over 600,000 citations. In 1987, the ERIC clearinghouses submitted 13,049 new documents to *RIE* and 18,582 journal articles to *CIJE*. For *RIE*, the average number of documents submitted by a clearinghouse was 816; for *CIJE*, the average for a clearinghouse was 1,161. (See figure 1.)

The ERIC indexing vocabulary provides standard, controlled subject-concept entries for use in printed indexes and computer files. Entries represent concepts found in actual documents and articles processed by the system. The ERIC Facility lexicographer, with the assistance of a nationwide Vocabulary Review Group, reviews all new index terms (descriptors and identifiers) recommended by the clearinghouses, approving or denying each term. A descriptor is a meaningful term or a short phrase that represents general classes of things found in the literature. An identifier is generally a proper name or concept not yet represented by an approved descriptor. Descriptors are defined, interrelated by a system of cross-references, and

listed alphabetically in the *Thesaurus*. Identifiers are alphabetically displayed in the *Identifier Authority List*, serving as a supplement to the *Thesaurus*. In 1987, the clearinghouses reviewed over a hundred terms, of which 84 became new descriptors in the *Thesaurus*. (See appendix 2.)

Figure 1.
Submissions in 1987, by clearinghouse
RIE total—13,049; CIJE total—18,582

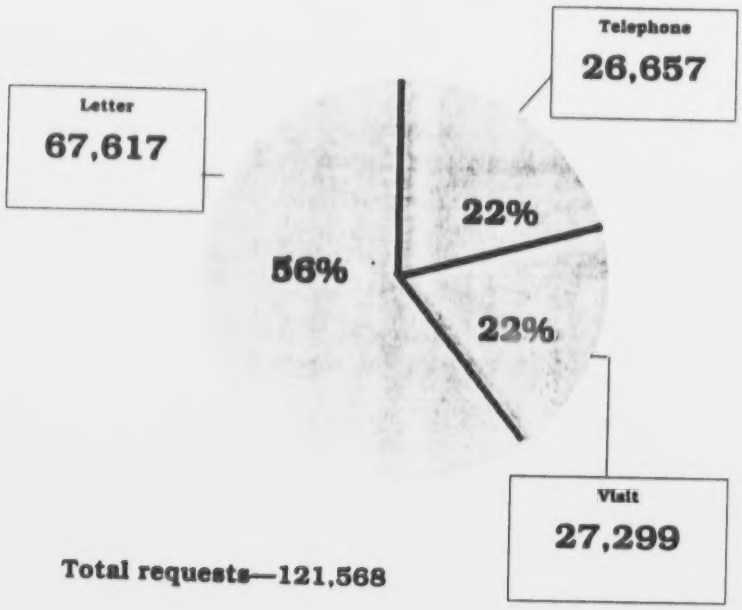


Types of Requests

One of the major purposes of ERIC is to provide a reference and retrieval service to the public. These services include literature searches (computer or manual), bibliographies, identification of popular documents, or referrals to sources of information, for example, summaries, state-of-the-art studies, or even other databases, such as the National Technical Information Service (NTIS), Defense Technical Information Center (DTIC), or University Microfilms International (UMI).

There are three main methods of requesting ERIC information and services: by letter, by telephone, and by personal visit to an ERIC component. In 1987, the 16 clearinghouses handled about 121,500 requests. Clearinghouses answered more than 67,000 letter inquiries, an average of about 4,200 per clearinghouse. The clearinghouses answered over 26,000 telephone requests. Visitors numbered over 27,000 and averaged about 1,700 per clearinghouse. Letters conveyed 56 percent of all requests, followed by calls—22 percent—and visits—22 percent. (See figure 2.)

Figure 2.
Types of requests



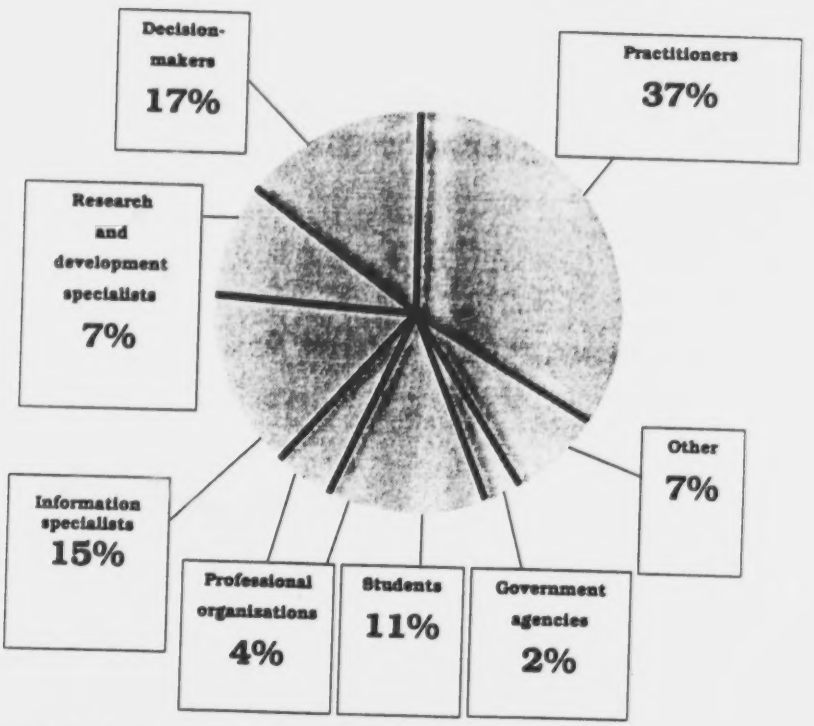
Total requests—121,568

Types of Users Making Requests

Requesters for ERIC information were classified into eight broad categories: education practitioners, education decisionmakers, research and development specialists, information and dissemination specialists, professional organizations, students, government agencies, and others.

Education practitioners made the most requests (37 percent) for ERIC information, followed by education decisionmakers (17 percent), information specialists (15 percent), and students (11 percent). The remaining 20 percent of the requests were made by research and development specialists (8 percent), professional organizations (4 percent), government agencies (2 percent), and others (7 percent). (See figure 3.)

Figure 3.
Types of users making requests



Clearinghouse Publications

The ERIC clearinghouses provide information to the American public through the development and dissemination of synthesis documents that summarize information on particular subjects from the database, from books, and from other commercial publications.

ERIC Digests. During 1987, the 16 clearinghouses produced 153 *ERIC Digests*, two-page documents which summarize current information on a specific education topic and which are available online as well as in print. Almost 194,000 *Digests* were distributed to the public.

Information Analysis Products (IAPs). The clearinghouses published 90 *IAPs*, including research reviews, papers summarizing or synthesizing given topics, monographs, annotated or unannotated bibliographies, state-of-the-art papers, and guides to the literature of a field. (See appendix 2.)

Other Publications. The clearinghouses also produced 50 newsletters or bulletins and distributed over 375,000 of these publications. Journal columns by ERIC numbered about 200. Articles that were published in journals by the ERIC clearinghouses numbered 103.

Examples of Dissemination of ERIC Products

Throughout the ERIC system, 1987 has been an especially active year for dissemination of user services, products, and major publications. The four principal methods of promoting the distribution of ERIC products were direct mail marketing, announcements in professional journals, use of clearinghouse mailing lists, and reprints and original printings by professional organizations.

For example, the Clearinghouse on Educational Management, in addition to direct mail marketing, relies on announcements of its products in professional journals. Given the known circulation of all these journals, the announcements reached approximately 175,000 readers in 1987. Another important avenue of dissemination for this clearinghouse is the reprinting of its publications by professional organizations, school districts, and other education agencies. Reprints and original printings during 1987 totaled over 321,000 copies. For example, the National Association of Secondary School Principals (NASSP) reproduced an ERIC publication entitled *The Best of ERIC* for its 40,000 members, and the National Association of Elementary School Principals (NAESP) published three issues of the *ERIC Research Roundup* for its 25,000 members. This clearinghouse had seven other printing and dissemination arrangements with professional organizations during the past year. The above figures do not include distribution of the *Educational Management Bulletins* or promotional flyers, of which over 750,000 copies have been mailed during the past 3 years.

Another example of ERIC's dissemination involvement with professional organizations is the ERIC Clearinghouse on Higher Education–Association for the Study of Higher Education (ASHE) *Higher Education Report* series. This partnership started in 1983. This clearinghouse also cooperatively produces (with the American Association of University Administrators) *The Administrator's Update.*

One measure of the impact of the ERIC system's information analysis products is the extent to which they are cited in other written works. For example, the ERIC Clearinghouse for Junior Colleges has been cited in over two-thirds of the books published on junior colleges since 1968. These citations include up to 250 references to junior college materials produced and disseminated by ERIC.

Special Projects at ERIC Clearinghouses

In 1987, ERIC sponsored a number of "special projects" to improve and expand the system. Some examples of such projects and their host clearinghouses are listed below.

ERIC Clearinghouse	Project
Educational Management	Production and dissemination of a third annual issue of *Research Roundup* to NAESP members (elementary school principals)
	Production and dissemination of four additional issues of *The Best of ERIC on Educational Management* for AASA members (school superintendents)
Higher Education	Work with DIALOG Information Services to produce computer search workshops at colleges and universities (DIALOG–ERIC/HE Classroom Instruction Project)
	Expansion of the coverage of the *Chronicle of Higher Education* in *CIJE*
Information Resources	Production of the MICROSearch Retrieval Software for the IBM-PC to download portions of the ERIC database on disks and to sell them at cost to users
	Development of 8 *Conclusion Brochures* summarizing important research findings on selected topics
Junior Colleges	Chairmanship of the 24-member Vocabulary-Review Group (VRG) that controls the orderly development of the ERIC *Thesaurus*
Elementary and Early Childhood Education	Development of an ERIC *Digests* Online (EDO), a full-text database of short, topical reports from the 16 ERIC clearinghouses
Social Studies/ Social Science Education	Administration of the activities for the Council of ERIC Directors (COED)

ERIC Processing and Reference Facility

The ERIC Processing and Reference Facility serves all components of the ERIC system. Its major responsibilities are:

- *To expand and maintain the ERIC database,*
- *To coordinate ERIC's document processing activities,*
- *To maintain technical quality control of the database and the authority list, including lexicographic analysis,*
- *To provide copies of the database and related publications in machine-readable form to public and private database vendors and publishers and to provide technical assistance on database functions, and*
- *To answer public inquiries on the ERIC system and database.*

Some of the more significant accomplishments of the ERIC Facility during 1987 are as follows:

- *Undertook a major acquisition effort—the ERICSTAT project—to identify education-related data files both inside and outside of the National Center for Education Statistics. Datasets of education information were identified in such places as Radcliffe, University of California at Los Angeles, the National Archives and Records Service, the Inter-University Consortium for Political and Social Research, and elsewhere. ERICSTAT has resulted in the identification and entry into ERIC of information on nearly 100 data files.*
- *Compiled and summarized letters received by OERI in response to its* ERIC in Its Third Decade *paper.*
- *Compiled an ERIC Ready Reference listing of all 533 ERIC* Digests *to date.*
- *Added new publication types to ERIC, for example, "book reviews" and "machine-readable data files."*
- *Proposed a standard numbering scheme for ERIC* Digests.
- *Compiled a full list of all 1987 ERIC publications.*
- *Prepared an annual Conference Calendar.*
- *Revised the ERIC system's Identifier Authority List.*
- *Responded to approximately 2,400 inquiries. (See Appendix 2.)*

ERIC Document Reproduction Service

The ERIC Document Reproduction Service (EDRS) manufactures and sells microfiche and paper copies of documents in the ERIC database. EDRS produces microfiche for the approximately 780 Standing Order Customers, creating one million microfiche per month from the 1,100 titles added to the database. EDRS also sends paper copies of the original RIE documents in response to mail orders and online computer customers placing orders through two major commercial bibliographic database suppliers, ORBIT and DIALOG.

Requests for many of the documents produced on demand number in the hundreds. For 1987, some of the most popular ERIC documents ordered from EDRS were:

What Works: Research about Teaching and Learning (2nd edition), *U.S. Department of Education, Office of Educational Research and Improvement.*

Obtaining a Free and Appropriate Public Education: A Handbook for Parents of Children, *U.S. Department of Education, Office of Special Education and Rehabilitative Services.*

Organizing and Managing the Elementary School Classroom, *Research and Development Center at the University of Texas.*

Organizing and Managing the Junior High Classroom, *Research and Development Center at the University of Texas.*

Dropout Prevention, *ERIC Clearinghouse on Educational Management, Eugene, Oregon.*

Identifying Potential Dropouts: A Research Report, *Kentucky State Department of Education, Office of Research and Planning.*

Thinking Skills: A Conceptual Framework, *Mid-Continent Regional Educational Laboratory, Aurora, Colorado.*

Mother Got Tired of Taking Care of My Baby, *a study of dropouts by the Austin Independent School District, Austin, Texas.*

Day Care Personnel Management, *Levi Strauss Foundation and the Southern Regional Education Board.*

Appendix 1.

1987 Clearinghouse Contractors
1988 Clearinghouse Contractors

ERIC CLEARINGHOUSES *(and Other Network Components)*

ERIC Ready Reference #6
Revised March 1986

The ERIC Clearinghouses have responsibility within the network for acquiring the significant educational literature within their particular areas, selecting the highest quality and most relevant material, processing (i.e., cataloging, indexing, abstracting) the selected items for input to the data base, and also for providing information analysis products and various user services based on the data base.

The exact number of Clearinghouses has fluctuated over time in response to the shifting needs of the educational community. There are currently 16 Clearinghouses. These are listed below, together with full addresses, telephone numbers, and brief scope notes describing the areas they cover.

ERIC Clearinghouse on *Adult, Career, and Vocational Education* (CE)
Ohio State University
National Center for Research in Vocational Education
1960 Kenny Road
Columbus, Ohio 43210
Telephone: (614) 486-3655; (800) 848-4815

All levels and settings of adult and continuing, career, and vocational/technical education. Adult education, from basic literacy training through professional skill upgrading. Career education, including career awareness, career decisionmaking, career development, career change, and experience-based education. Vocational and technical education, including new subprofessional fields, industrial arts, corrections education, employment and training programs, youth employment, work experience programs, education/business partnerships, entrepreneurship, adult retraining, and vocational rehabilitation for the handicapped.

ERIC Clearinghouse on *Counseling and Personnel Services* (CG)
University of Michigan
School of Education, Room 2108
610 East University Street
Ann Arbor, Michigan 48109
Telephone: (313) 764-9492

Preparation, practice, and supervision of counselors at all educational levels and in all settings; theoretical development of counseling and guidance; personnel procedures such as testing and interviewing and the analysis and dissemination of the resultant information; group work and case work; nature of pupil, student, and adult characteristics; personnel workers and their relation to career planning, family consultations, and student orientation activities.

ERIC Clearinghouse on *Educational Management* (EA)
University of Oregon
1787 Agate Street
Eugene, Oregon 97403
Telephone: (503) 686-5043

The leadership, management, and structure of public and private educational organizations; practice and theory of administration; preservice and inservice preparation of administrators; tasks and processes of administration; methods and varieties of organization and organizational change; and the social context of educational organizations.

Sites, buildings, and equipment for education; planning, financing, constructing, renovating, equipping, maintaining, operating, insuring, utilizing, and evaluating educational facilities.

ERIC Clearinghouse on *Elementary and Early Childhood Education* (PS)
University of Illinois
College of Education
805 W. Pennsylvania Avenue
Urbana, Illinois 61801
Telephone: (217) 333-1386

The physical, cognitive, social, educational, and cultural development of children from birth through early adolescence; prenatal factors; parental behavior factors; learning theory research and practice related to the development of young children, including the preparation of teachers for this educational level; educational programs and community services for children; and theoretical and philosophical issues pertaining to children's development and education.

ERIC Clearinghouse on *Handicapped and Gifted Children* (EC)
Council for Exceptional Children
1920 Association Drive
Reston, Virginia 22091
Telephone: (703) 620-3660

All aspects of the education and development of the handicapped and gifted, including prevention, identification and assessment, intervention, and enrichment, both in special settings and within the mainstream.

ERIC Clearinghouse on *Higher Education* (HE)
George Washington University
One Dupont Circle, N.W., Suite 630
Washington, D.C. 20036
Telephone: (202) 296-2597

Topics relating to college and university conditions, problems, programs, and students. Curricular and instructional programs, and institutional research at the college or university level. Federal programs, professional education (medicine, law, etc.), professional continuing education, collegiate computer-assisted learning and management, graduate education, university extension programs, teaching-learning, legal issues and legislation, planning, governance, finance, evaluation, interinstitutional arrangements, management of institutions of higher education, and business or industry educational programs leading to a degree.

ERIC Clearinghouse on *Information Resources* (IR)
Syracuse University
School of Education
Huntington Hall, Room 030
150 Marshall Street
Syracuse, New York 13210
Telephone: (315) 423-3640

Educational technology and library and information science at all levels. Instructional design, development, and evaluation are the emphases within educational technology, along with the media of educational communication: computers and microcomputers, telecommunications (cable, broadcast, satellite), audio and video recordings, film and other audiovisual materials, as they pertain to teaching and learning. Within library and information science the focus is on the operation and management of information services for education-related organizations. All aspects of information technology related to education are considered within the scope.

ERIC Clearinghouse for *Junior Colleges* (JC)
University of California at Los Angeles (UCLA)
Mathematical Sciences Building, Room 8118
405 Hilgard Avenue
Los Angeles, California 90024
Telephone: (213) 825-3931

Development, administration, and evaluation of two-year public and private community and junior colleges, technical institutes, and two-year branch university campuses. Two-year college students, faculty, staff, curricula, programs, support services, libraries, and community services. Linkages between two-year colleges and business/industrial organizations. Articulation of two-year colleges with secondary and four-year postsecondary institutions.

ERIC Clearinghouse on *Languages and Linguistics* (FL)
Center for Applied Linguistics
1118 22nd Street, N.W.
Washington, D.C. 20037
Telephone: (202) 429-9551

Languages and language sciences; theoretical and applied linguistics; all areas of foreign language, second language, and linguistics instruction, pedagogy, or methodology; psycholinguistics and the psychology of language learning; cultural and intercultural context of languages; application of linguistics in language teaching; bilingualism and bilingual education; sociolinguistics; study abroad and international exchanges; teacher training and qualifications specific to the teaching of foreign languages and second languages; commonly and uncommonly taught languages, including English as a second language; related curriculum developments and problems.

ERIC Clearinghouse on *Reading and Communication Skills* (CS)
National Council of Teachers of English
1111 Kenyon Road
Urbana, Illinois 61801
Telephone: (217) 328-3870

Reading, English, and communication skills (verbal and nonverbal), preschool through college; educational research and instruction development in reading, writing, speaking, and listening; identification, diagnosis, and remediation of reading problems; speech communication (including forensics), mass communication, interpersonal and small group interaction, interpretation, rhetorical and communication theory, speech sciences, and theater. Preparation of instructional staff and related personnel in these areas.

All aspects of reading behavior with emphasis on physiology, psychology, sociology, and teaching; instructional materials, curricula, tests/measurement, and methodology at all levels of reading; the role of libraries and other agencies in fostering and guiding reading; diagnostics and remedial reading services in schools and clinical settings. Preparation of reading teachers and specialists.

ERIC Clearinghouse on *Rural Education and Small Schools* (RC)
New Mexico State University
Computer Center (Room 218), Stewart Street
Box 3AP
Las Cruces, New Mexico 88003
Telephone: (505) 646-2623

Economic, cultural, social, or other factors related to educational programs and practices for rural residents; American Indians/Alaska Natives, Mexican Americans, and migrants; educational practices and programs in all small schools; outdoor education.

ERIC Clearinghouse for *Science, Mathematics, and Environmental Education* (SE)
Ohio State University
1200 Chambers Road, Room 310
Columbus, Ohio 43212
Telephone: (614) 422-6717

Science, mathematics, and environmental education at all levels, and within these three broad subject areas, the following topics: development of curriculum and instructional materials; teachers and teacher education; learning theory/outcomes (including the impact of parameters such as interest level, intelligence, values, and concept development upon learning in these fields); educational programs; research and evaluative studies; media applications; computer applications.

ERIC Clearinghouse for *Social Studies/Social Science Education* (SO)
Indiana University
Social Studies Development Center
2805 East 10th Street
Bloomington, Indiana 47405
Telephone: (812) 335-3838

All levels of social studies and social science education; content of the social science disciplines; applications of theory and research to social science education; contributions of social science disciplines (anthropology, economics, geography, history, sociology, social psychology, political science); education as a social science; comparative education (K-12); content and curriculum materials on "social" topics such as law-related education, ethnic studies, bias and discrimination, aging, adoption, women's equity, and sex education.

ERIC Clearinghouse on *Teacher Education* (SP)
American Association of Colleges for Teacher Education
One Dupont Circle, N.W., Suite 610
Washington, D.C. 20036
Telephone: (202) 293-2450

School personnel at all levels; teacher selection and training, preservice and inservice preparation, and retirement; the theory, philosophy, and practice of teaching; curricula and general education not specifically covered by other clearinghouses; all aspects of physical education, health education, and recreation education.

ERIC Clearinghouse on *Tests, Measurement, and Evaluation* (TM)
Educational Testing Service
Rosedale Road
Princeton, New Jersey 08541
Telephone: (609) 734-5176

Tests and other measurement devices; methodology of measurement and evaluation; application of tests, measurement, or evaluation in educational projects or programs; research design and methodology in the area of testing and measurement/evaluation; learning theory in general.

ERIC Clearinghouse on *Urban Education* (UD)
Teachers College, Columbia University
Institute for Urban and Minority Education
Box 40
525 W. 120th Street
New York, New York 10027
Telephone: (212) 678-3433

Programs and practices in public, parochial, and private schools in urban areas and the education of particular racial/ethnic minority children and youth in various settings — local, national, and international; the theory and practice of educational equity; urban and minority experiences; and urban and minority social institutions and services.

Educational Resources Information Center
(Central ERIC)
U.S. Department of Education
Office of Educational Research and Improvement (OERI)
Washington, D.C. 20208
Telephone: (202) 254-5500

ERIC Processing & Reference Facility
ORI, Inc., Information Systems
4833 Rugby Avenue, Suite 301
Bethesda, Maryland 20814
Telephone: (301) 656-9723

ERIC Document Reproduction Service (EDRS)
Computer Microfilm Corporation (CMC)
3900 Wheeler Avenue
Alexandria, Virginia 22304
Telephone: (703) 823-0500; (800) 227-3742

Oryx Press
2214 North Central Avenue at Encanto
Phoenix, Arizona 85004
Telephone: (602) 254-6156; (800) 457-6799

Clearinghouses (and Other Network Components)

The ERIC Clearinghouses have responsibility within the network for acquiring the significant educational literature within their particular areas, selecting the highest quality and most relevant material, processing (i.e., cataloging, indexing, abstracting) the selected items for input to the data base, and also for providing information analysis products and various user services based on the data base.

The exact number of Clearinghouses has fluctuated over time in response to the shifting needs of the educational community. There are currently 16 Clearinghouses. These are listed below, together with full addresses, telephone numbers, and brief scope notes describing the areas they cover.

ERIC Clearinghouse on *Adult, Career, and Vocational Education* (CE)
Ohio State University
National Center for Research in Vocational Education
1960 Kenny Road
Columbus, Ohio 43210-1090
Telephone: (614) 486-3655; (800) 848-4815

All levels and settings of adult and continuing, career, and vocational/technical education. Adult education, from basic literacy training through professional skill upgrading. Career education, including career awareness, career decisionmaking, career development,career change, and experience-based education. Vocational and technical education, including new subprofessional fields, industrial arts, corrections education, employment and training programs, youth employment, work experience programs, education/business partnerships, entrepreneurship, adult retraining, and vocational rehabilitation for the handicapped.

ERIC Clearinghouse on *Counseling and Personnel Services* (CG)
University of Michigan
School of Education, Room 2108
610 East University Street
Ann Arbor, Michigan 48109-1259
Telephone: (313) 764-9492

Preparation, practice, and supervision of counselors at all educational levels and in all settings; theoretical development of counseling and guidance; personnel procedures such as testing and interviewing and the analysis and dissemination of the resultant information; group work and case work; nature of pupil, student, and adult characteristics; personnel workers and their relation to career planning, family consultations, and student orientation activities.

ERIC Clearinghouse on *Educational Management* (EA)
University of Oregon
1787 Agate Street
Eugene, Oregon 97403-5207
Telephone: (503) 686-5043

The leadership, management, and structure of public and private educational organizations; practice and theory of administration; preservice and inservice preparation of administrators; tasks and processes of administration; methods and varieties of organization and organizational change; and the social context of educational organizations.

Sites, buildings, and equipment for education; planning, financing, constructing, renovating, equipping, maintaining, operating, insuring, utilizing, and evaluating educational facilities.

ERIC Clearinghouse on *Elementary and Early Childhood Education* (PS)
University of Illinois
College of Education
805 W. Pennsylvania Avenue
Urbana, Illinois 61801-4897
Telephone: (217) 333-1386

The physical, cognitive, social, educational, and cultural development of children from birth through early adolescence; prenatal factors; parental behavior factors; learning theory research and practice related to the development of young children, including the preparation of teachers for this educational level; educational programs and community services for children; and theoretical and philosophical issues pertaining to children's development and education.

ERIC Clearinghouse on *Handicapped and Gifted Children* (EC)
Council for Exceptional Children
1920 Association Drive
Reston, Virginia 22091-1589
Telephone: (703) 620-3660

All aspects of the education and development of the handicapped and gifted, including prevention, identification and assessment, intervention, and enrichment, both in special settings and within the mainstream.

ERIC Clearinghouse on *Higher Education* (HE)
George Washington University
One Dupont Circle, N.W., Suite 630
Washington, D.C. 20036-1183
Telephone: (202) 296-2597

Topics relating to college and university conditions, problems, programs, and students. Curricular and instructional programs, and institutional research at the college or university level. Federal programs, professional education (medicine, law, etc.), professional continuing education, collegiate computer-assisted learning and management, graduate education, university extension programs, teaching-learning, legal issues and legislation, planning, governance, finance, evaluation, interinstitutional arrangements, management of institutions of higher education, and business or industry educational programs leading to a degree.

ERIC Clearinghouse on *Information Resources* (IR)
Syracuse University
School of Education
Huntington Hall, Room 030
150 Marshall Street
Syracuse, New York 13244-2340
Telephone: (315) 443-3640

Educational technology and library and information science at all levels. Instructional design, development, and evaluation are the emphases within educational technology, along with the media of educational communication: computers and microcomputers, telecommunications (cable, broadcast, satellite), audio and video recordings, film and other audiovisual materials, as they pertain to teaching and learning. Within library and information science the focus is on the operation and management of information services for education-related organizations. All aspects of information technology related to education are considered within the scope.

ERIC Clearinghouse for *Junior Colleges* (JC)
University of California at Los Angeles (UCLA)
Mathematical Sciences Building, Room 8118
405 Hilgard Avenue
Los Angeles, California 90024-1564
Telephone: (213) 825-3931

Development, administration, and evaluation of two-year public and private community and junior colleges, technical institutes, and two-year branch university campuses. Two-year college students, faculty, staff, curricula, programs, support services, libraries, and community services. Linkages between two-year colleges and business/industrial organizations. Articulation of two-year colleges with secondary and four-year postsecondary institutions.

ERIC Clearinghouse on *Languages and Linguistics* (FL)
Center for Applied Linguistics
1118 22nd Street, N.W.
Washington, D.C. 20037-0037
Telephone: (202) 429-9551

Languages and language sciences; theoretical and applied linguistics; all areas of foreign language, second language, and linguistics instruction, pedagogy, or methodology; psycholinguistics and the psychology of language learning; cultural and intercultural context of languages; application of linguistics in language teaching; bilingualism and bilingual education; sociolinguistics; study abroad and international exchanges; teacher training and qualifications specific to the teaching of foreign languages and second languages; commonly and uncommonly taught languages, including English as a second language; related curriculum developments and problems.

ERIC Clearinghouse on *Reading and Communication Skills* (CS)
Indiana University, Smith Research Center
2805 East 10th Street, Suite 150
Bloomington, Indiana 47405-2373
Telephone: (812) 335-5847

Reading, English, and communication skills (verbal and nonverbal), preschool through college; educational research and instruction development in reading, writing, speaking, and listening; identification, diagnosis, and remediation of reading problems; speech communication (including forensics), mass communication, interpersonal and small group interaction, interpretation, rhetorical and communication theory, speech sciences, and theater. Preparation of instructional staff and related personnel in these areas.

All aspects of reading behavior with emphasis on physiology, psychology, sociology, and teaching; instructional materials, curricula, tests/measurement, and methodology at all levels of reading; the role of libraries and other agencies in fostering and guiding reading; diagnostics and remedial reading services in schools and clinical settings. Preparation of reading teachers and specialists.

ERIC Clearinghouse on *Rural Education and Small Schools* (RC)
Appalachia Educational Laboratory
1031 Quarrier Street
P.O. Box 1348
Charleston, West Virginia 25325-1348
Telephone: (304) 347-0400

Economic, cultural, social, or other factors related to educational programs and practices for rural residents; American Indians/Alaska Natives, Mexican Americans, and migrants; educational practices and programs in all small schools; outdoor education.

ERIC Clearinghouse for *Science, Mathematics, and Environmental Education* (SE)
Ohio State University
1200 Chambers Road, Room 310
Columbus, Ohio 43212-1792
Telephone: (614) 292-6717

Science, mathematics, and environmental education at all levels, and within these three broad subject areas, the following topics: development of curriculum and instructional materials; teachers and teacher education; learning theory/outcomes (including the impact of parameters such as interest level, intelligence, values, and concept development upon learning in these fields); educational programs; research and evaluative studies; media applications; computer applications.

ERIC Clearinghouse for *Social Studies/Social Science Education* (SO)
Indiana University
Social Studies Development Center
2805 East 10th Street
Bloomington, Indiana 47405-2373
Telephone: (812) 335-3838

All levels of social studies and social science education; content of the social science disciplines; applications of theory and research to social science education; contributions of social science disciplines (anthropology, economics, geography, history, sociology, social psychology, political science); education as a social science; comparative education (K-12); content and curriculum materials on "social" topics such as law-related education, ethnic studies, bias and discrimination, aging, adoption, women's equity, and sex education.

ERIC Clearinghouse on *Teacher Education* (SP)
American Association of Colleges for Teacher Education
One Dupont Circle, N.W., Suite 610
Washington, D.C. 20036-2412
Telephone: (202) 293-2450

School personnel at all levels; teacher selection and training, preservice and inservice preparation, and retirement; the theory, philosophy, and practice of teaching; curricula and general education not specifically covered by other clearinghouses; all aspects of physical education, health education, and recreation education.

ERIC Clearinghouse on *Tests, Measurement, and Evaluation* (TM)
American Institutes for Research (AIR)
Washington Research Center
1055 Thomas Jefferson St., NW
Washington, DC 20007-3893
Telephone: (202) 342-5060

Tests and other measurement devices; methodology of measurement and evaluation; application of tests, measurement, or evaluation in educational projects or programs; research design and methodology in the area of testing and measurement/evaluation; learning theory in general.

ERIC Clearinghouse on *Urban Education* (UD)
Teachers College, Columbia University
Institute for Urban and Minority Education
Main Hall, Room 300, Box 40
525 W. 120th Street
New York, New York 10027-9998
Telephone: (212) 678-3433

Programs and practices in public, parochial, and private schools in urban areas and the education of particular racial/ethnic minority children and youth in various settings — local, national, and international; the theory and practice of educational equity; urban and minority experiences; and urban and minority social institutions and services.

Educational Resources Information Center
(Central ERIC)
U.S. Department of Education
Office of Educational Research and Improvement (OERI)
Washington, D.C. 20208-1235
Telephone: (202) 357-6289

ERIC Processing & Reference Facility
ORI, Inc., Information Systems
4350 East-West Highway, Suite 1100
Bethesda, Maryland 20814-4475
Telephone: (301) 656-9723

ERIC Document Reproduction Service (EDRS)
Computer Microfilm Corporation (CMC)
3900 Wheeler Avenue
Alexandria, Virginia 22304-5110
Telephone: (703) 823-0500; (800) 227-3742

Oryx Press
2214 North Central Avenue at Encanto
Phoenix, Arizona 85004-1483
Telephone: (602) 254-6156; (800) 457-6799

Appendix 2.

Acquisition of Documents
Resources in Education
Current Index to Journals in Education
Clearinghouse Products
Outreach Activities
Requests Received
Types of Requests
Types of Searches
Types of Users Making Requests
Vocabulary Activity

ACQUISITION OF DOCUMENTS

	Solicited	Unsolicited	Transf. In	TOTAL	Rejected	Transf. Out	TOTAL	Percent Rejected
Adult, Career, Vocational Education	2,590	977	135	3,702	1,877	126	2,003	52%
Counseling and Personnel Services	911	307	457	1,675	395	183	578	26%
Educational Management	577	1,114	259	1,950	915	110	1,025	50%
Elementary and Early Childhood Ed	1,074	243	247	1,564	430	274	704	33%
Handicapped and Gifted Children	393	872	238	1,503	452	47	499	31%
Higher Education	229	989	119	1,337	95	145	240	8%
Information Resources	2,360	605	420	3,385	869	126	995	27%
Junior Colleges	643	408	53	1,104	441	104	545	44%
Language and Linguistics	425	352	189	966	148	19	167	16%
Reading and Communication Skills	933	891	217	2,041	455	90	545	23%
Rural Ed and Small Schools	696	352	56	1,104	591	110	701	59%
Science, Math and Environmental Ed	893	907	178	1,978	957	75	1,032	50%
Social Studies/Social Science Ed	727	124	77	928	245	75	320	29%
Teacher Education	444	352	271	1,067	213	181	394	24%
Test, Measurement and Evaluation	1,359	175	290	1,824	227	810	1,037	22%
Urban Education	425	706	91	1,222	347	163	510	33%
SUBTOTAL	14,679	9,374	3,297	27,350	8,657	2,638	11,295	35%
AVERAGE	917	586	206	1,709	541	165	706	35%
Eric Facility	4,963	0	NA	4,963	1,143	NA	3,820	23%
TOTAL	19,642	9,374	3,297	32,313	9,800	2,638	15,115	

RESOURCES IN EDUCATION

	Documents for RIE		
	Selected	Submitted	Held*
Adult, Career, Vocational Education	1,573	1,375	343
Counseling and Personnel Services	1,038	851	63
Educational Management	976	843	61
Elementary and Early Childhood Ed	766	708	54
Handicapped and Gifted Children	714	655	59
Higher Education	1,097	980	117
Information Resources	1,140	953	104
Junior Colleges	549	489	45
Language and Linguistics	720	747	94
Reading and Communication Skills	1,496	1,498	149
Rural Ed and Small Schools	403	451	12
Science, Math and Environmental Ed	946	802	91
Social Studies/Social Science Ed	1,022	695	138
Teacher Education	591	652	82
Test, Measurement and Evaluation	813	707	70
Urban Education	669	643	68
TOTAL	14,513	13,049	1,550
AVERAGE	907	816	97

* Documents are sometimes held until a reproduction release or a better copy of the document is received at a clearinghouse.

CURRENT INDEX TO JOURNALS IN EDUCATION

	Journal Coverage				Journal Issues Processed	Articles Processed Indexed, and Annotated
	Selectively	Comprehensively	One-shot	TOTAL		
Adult, Career, Vocational Education	69	4	25	98	372	1,093
Counseling and Personnel Services	0	51	0	51	200	1,957
Educational Management	33	0	0	33	136	1,122
Elementary and Early Chilhood Ed	18	0	0	18	83	752
Handicapped and Gifted Children	54	0	37	91	280	2,054
Higher Education	47	0	12	59	236	1,626
Information Resources	77	0	42	119	462	1,499
Junior Colleges	5	6	2	13	48	272
Language and Linguistics	19	10	0	29	109	714
Reading and Communication Skills	52	12	12	76	224	1,802
Rural Ed and Small Schools	13	0	0	13	59	294
Science, Math and Environmental Ed	68	0	33	101	467	1,515
Social Studies/Social Science Ed	10	54	10	74	218	1,426
Teacher Education	32	6	0	38	155	985
Test, Measurement and Evaluation	19	7	0	26	95	685
Urban Education	67	8	3	78	153	786
TOTAL	583	158	176	917	3,297	18,582
AVERAGE	36	10	11	57	206	1,161

CLEARINGHOUSE PRODUCTS

	Newsletter/ Bulletin	# Distrib	Journal Columns	Subscrib Reached	Journal Articles	Subscrib Reached	ERIC Digests	# Distrib	Major Publications
Adult, Career, Vocational Education	2	10,000	9	22,604	1	925	8	8,000	7
Counseling and Personnel Services	4	24,000	20	128,000	3	11,000	5	1,000	7
Educational Management	2	11,500	0	0	1	86,000	4	400	5
Elementary and Early Childhood Ed	0	0	18	1,415,000	1	500,000	10	16,559	8
Handicapped and Gifted Children	3	12,550	8	72,000	0	0	12	11,812	10
Higher Education	13	189,700	9	948,000	7	118,268	13	2,600	8
Information Resources	2	9,000	48	200,136	3	7,200	10	8,100	5
Junior Colleges	3	5,795	4	3,400	13	19,400	14	2,441	0
Language and Linguistics	2	52,000	0	0	21	116,385	6	1,200	2
Reading and Communication Skills	2	5,000	9	185,200	26	462,205	29	99,204	9
Rural Ed and Small Schools	1	12,000	4	4,414	0	0	5	10,000	7
Science, Math and Environmental Ed	4	22,000	12	120,000	11	189,000	6	18,000	6
Social Studies/Social Science Ed	8	27,784	36	238,485	7	556,425	8	12,487	6
Teacher Education	1	11,000	6	30,800	5	36,200	7	1,700	1
Test, Measurement and Evaluation	2	3,400	14	9,200	1	2,000	6	1,265	4
Urban Education	1	3,000	2	2,500	3	32,500	10	11,000	5
TOTAL	50	375,729	199	3,379,739	103	2,135,508	153	193,956	90
AVERAGE	3	23,483	12	211,234	6	133,469	10	12,122	6

	OUTREACH ACTIVITIES			
	Workshops/ Seminars	Individuals in Attendance	Presentations at Professional Meetings	Exhibits at Professional Meetings
Adult, Career, Vocational Education	6	447	6	29
Counseling and Personnel Services	8	198	10	5
Educational Management	6	775	7	0
Elementary and Early Chilhood Ed	12	400	40	4
Handicapped and Gifted Children	5	80	4	29
Higher Education	12	144	3	10
Information Resources	23	735	14	4
Junior Colleges	2	35	12	3
Language and Linguistics	2	56	3	5
Reading and Communication Skills	6	135	11	7
Rural Ed and Small Schools	4	192	12	48
Science, Math and Environmental Ed	6	173	23	9
Social Studies/Social Science Ed	40	3,879	19	12
Teacher Education	8	225	2	8
Test, Measurement and Evaluation	17	139	0	2
Urban Education	3	50	3	10
TOTAL	160	7,663	169	185
AVERAGE	10	479	11	12

	REQUESTS RECEIVED					
	Telephone Requests	Letter Requests	Visitors	TOTAL	In-Scope Area	Out-of-Scope Area
Adult, Career, Vocational Education	434	2,211	7,699	10,344	10,261	83
Counseling and Personnel Services	2,288	1,646	2,916	6,850	4,652	2,198
Educational Management	487	11,424	300	12,211	12,177	34
Elementary and Early Chilhood Ed	557	2,122	295	2,974	2,740	234
Handicapped and Gifted Children	1,696	6,742	234	8,672	8,650	22
Higher Education	7,470	10,559	2,490	20,519	19,903	616
Information Resources	2,768	3,549	2,707	9,024	8,807	217
Junior Colleges	447	5,602	79	6,128	6,106	22
Language and Linguistics	856	1,998	128	2,982	2,963	19
Reading and Communication Skills	438	1,717	162	2,317	2,253	64
Rural Ed and Small Schools	2,198	3,123	6,246	11,567	10,259	1,308
Science, Math and Environmental Ed	4,743	9,168	3,619	17,530	16,303	1,227
Social Studies/Social Science Ed	306	2,447	28	2,781	2,753	28
Teacher Education	596	2,411	92	3,099	2,045	1,054
Test, Measurement and Evaluation	1,056	1,056	234	2,346	2,299	47
Urban Education	317	1,837	70	2,224	2,091	133
SUBTOTAL	26,657	67,617	27,299	121,568	114,262	7,306
AVERAGE	1,666	4,226	1,706	7,598	7,141	457
Eric Facility	1,174	1,348	50	2,572	2,572	NA
TOTAL	27,831	68,965	27,349	124,140	116,834	7,306

	TYPES OF REQUESTS			TYPES OF SEARCHES		
	Request for Product	General Questions	Place on Mailing list	Manual Searches	Computer Searches	TOTAL
Adult, Career, Vocational Education	7,328	6,064	318	87	311	398
Counseling and Personnel Services	4,540	852	1475	697	97	794
Educational Management	12,140	14	58	23	633	656
Elementary and Early Childhood Ed	2,021	677	59	581	263	844
Handicapped and Gifted Children	13,099	1,346	113	255	187	442
Higher Education	18,467	1,027	205	659	161	820
Information Resources	18,460	3,621	429	827	264	1,091
Junior Colleges	5,782	255	125	98	185	283
Language and Linguistics	2,236	352	61	128	53	181
Reading and Communication Skills	1,927	212	68	6	164	170
Rural Ed and Small Schools	10,259	2,308	318	60	120	180
Science, Math and Environmental Ed	27,211	3,382	3,843	662	80	742
Social Studies/Social Science Ed	1,576	108	826	4	67	71
Teacher Education	1,625	116	26	55	141	196
Test, Measurement and Evaluation	1,143	1,054	59	109	148	257
Urban Education	1,703	107	198	135	78	213
TOTAL	129,517	21,495	8,181	4,386	2,952	7,338
AVERAGE	8,095	1,343	511	274	185	459

TYPES OF USERS MAKING REQUESTS

	Practi-tioner	Decision-maker	R & D Special-ist	Information & Dissemin Special-ist	Students	Professional Organi-zations	Gov't Agencies	Other
Adult, Career, Vocational Education	3,955	1,751	1,088	773	592	936	767	482
Counseling and Personnel Services	2,286	500	465	390	2,523	491	33	162
Educational Management	4,821	6253	399	444	132	97	41	24
Elementary and Early Chilhood Ed	1,216	328	78	371	546	109	110	216
Handicapped and Gifted Children	1,633	627	111	947	1,170	148	120	3,916
Higher Education	4,104	3,490	3,283	3,693	3,283	2,051	409	206
Information Resources	2,080	948	402	3,681	965	629	140	179
Junior Colleges	1,882	1,480	540	1,688	94	64	59	321
Language and Linguistics	1,069	103	96	1,139	206	72	91	206
Reading and Communication Skills	1,186	288	79	247	325	75	32	85
Rural Ed and Small Schools	4,820	2,073	2,084	667	1,280	110	65	468
Science, Math and Environmental Ed	10,683	1,021	276	2,854	970	59	350	1,317
Social Studies/Social Science Ed	1,973	366	46	74	134	168	15	5
Teacher Education	1,653	315	71	405	285	118	56	196
Test, Measurement and Evaluation	549	341	562	270	313	91	71	149
Urban Education	1,079	454	76	291	27	145	62	90
TOTAL	44,989	20,338	9,656	17,934	12,845	5,363	2,421	8,022
AVERAGE	2,812	1,271	604	1,121	803	335	151	501

VOCABULARY ACTIVITY

	New Terms Submitted	Terms Deleted	Displays Modified	Scope Notes Added/ Modified
Adult, Career, Vocational Education	2	0	2	0
Counseling and Personnel Services	11	0	0	0
Educational Management	3	0	0	0
Elementary and Early Childhood Ed	8	0	2	0
Handicapped and Gifted Children	2	0	0	0
Higher Education	0	0	0	0
Information Resources	13	0	3	1
Junior Colleges	0	0	3	4
Language and Linguistics	0	0	0	0
Reading and Communication Skills	8	0	0	0
Rural Ed and Small Schools	0	0	0	0
Science, Math and Environmental Ed	12	0	0	0
Social Studies/Social Science Ed	16	0	0	0
Teacher Education	3	0	0	0
Test, Measurement and Evaluation	6	1	0	0
Urban Education	0	0	0	0
SUBTOTAL	84	1	10	5
AVERAGE	5	0	1	0
Eric Facility	10	0	21	15
TOTAL	94	1	31	20